The Challenge of Collaboration

Jim Ferguson
Business Productivity Advisor
Microsoft Government

Microsoft Government

Agenda

- Current Environment
- Microsoft Office 2003, cornerstone of the Microsoft Office System
  - Connecting People
  - Connecting Information
  - Connecting Business Processes
- Summary

Today's Information Challenge

Employees get 50%-75% of their relevant information directly from other **people**

More than 80% of enterprise's digitized information reside in individual hard drives and in **personal** files

Individuals hold the key to the **knowledge** economy and most of it is lost when they leave the enterprise

From "The Knowledge Worker Investment Paradox" Gartner research 7/17/2002

Key Agency Concerns

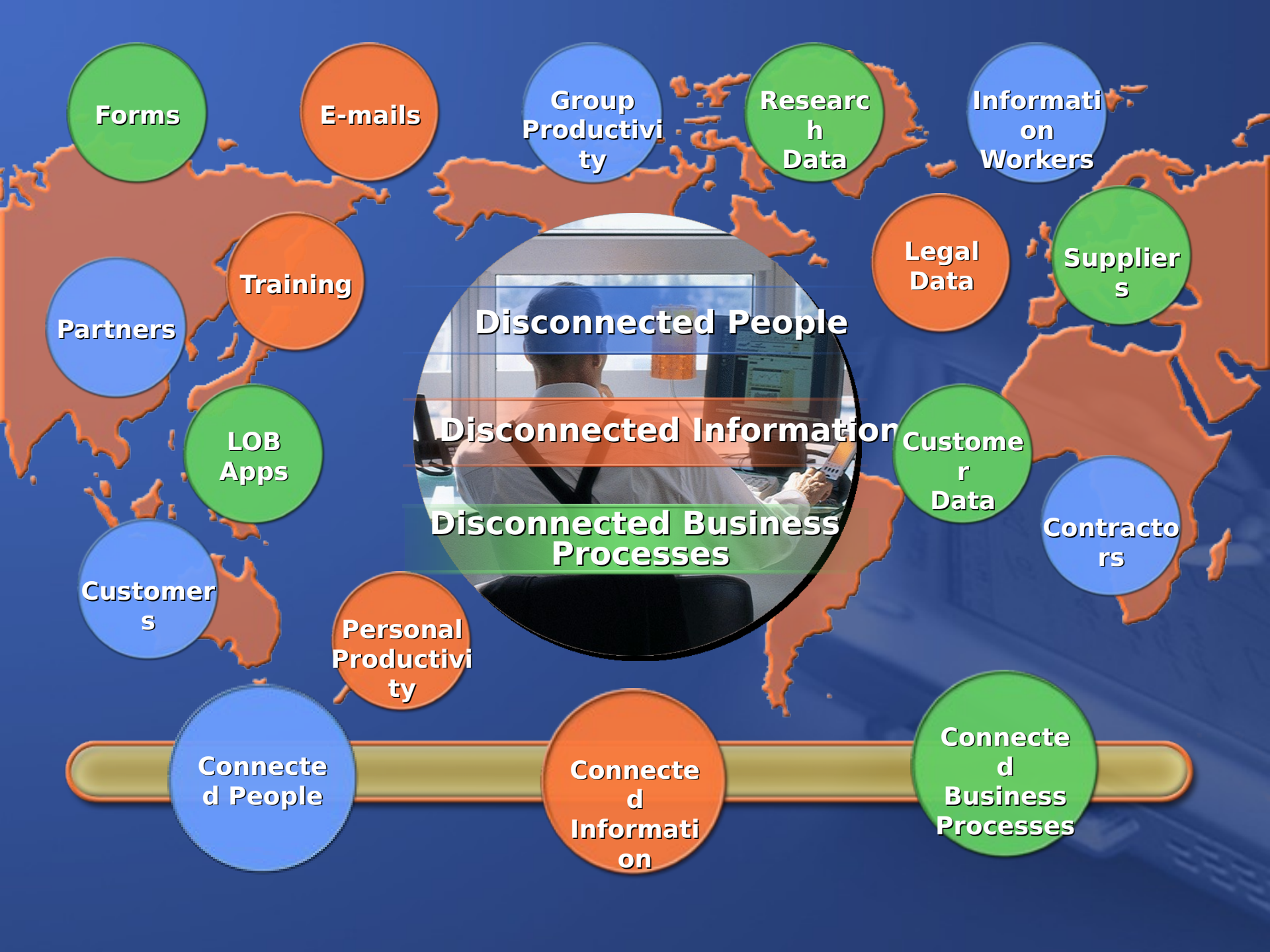
- Team efficiently and effectively
- Protect sensitive agency information
- Improve employee productivity
- Provide better and more timely access to information
- Reduce current “islands” of information

Microsoft Office System

- **The Microsoft Office System is an easy way for more people to transform information into business impact**

Through a system of familiar and easy-to-use programs, servers and services you can connect people and organizations to information, business processes and each other – ensuring they derive the most value out of information

The Microsoft Office System


Forms
E-mails
Group Productivity
Research Data
Information Workers
Training
Partners
Legal Data
Suppliers
Disconnected People
Disconnected Information
Disconnected Business Processes
LOB Apps
Customer Data
Contractors
Customers
Personal Productivity
Connected People
Connected Information
Connected Business Processes

Connecting People

Enable Teams To Work With Speed And Agility

- **Microsoft Office 2003 allows you to**
  - **Streamline communication and collaboration**
  - **Protect and control who can access vital business information**

A Day In The Life (Before)

The Program Manager requests, waits for, then gets data from analyst for plan, then sends draft plan to team for review, schedules meeting, posts related materials to file server, marks materials "confidential"

Team members send revisions back to PM, try to find related materials on the network, and may forward or print confidential materials

Connecting People

Connecting Information

Connecting Biz Processes

A Day In The Life (After)

PM pulls data into Excel for analysis, completes plan, then sends to team as shared attachment, schedules meeting, posts related materials to workspace, and prevents forwarding, printing, or copying confidential materials

Team member checks out plan to work on, then checks it back in

Team member checks workspace for info, sees that team member is online, and sends IM

Team member opens plan, gets newer version of plan from workspace

Connecting People

Connecting Information

Connecting Biz Processes

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Microsoft Office 2003

Product Overview

Welcome to the latest suite of productivity applications from Microsoft Office 2003. With the new functionality of Microsoft Office 2003, systems speak the same language; users have access to current data at all times, and can retrieve it from almost any source; and teams can collaborate and coordinate with one another no matter where they are. Microsoft Office 2003 provides new capabilities, new technologies and new designs to help information workers and businesses in the following areas:

Process Management. The broad implementation of industry-standard Extensible Markup Language (XML), integrated task panes for research and communication and expanded Smart tag capabilities, help bring relevant and

Shared Workspace

Members

Document Workspace name:

Microsoft Office 2003 Overview

Location for new workspace:

Ruff Government

Create

Create a Document Workspace if you want to share a central copy of this document. A workspace also enables you to invite others, assign them tasks, and link to additional resources. When you click Create, the workspace is created for you automatically.

Tell Me More...

Update Options...

Last updated: 4/7/2003 9:55 PM

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Shared Workspace

Microsoft Office 2003 Overview
Open Site in Browser

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Members

northamerica\lisaruff

Online

Cliff Ward

Cliff Ward is Online
Free until 12:00 AM
Office: WASH DC-SLS
Call Work 202-274-1404
Send Mail (clifward@microsoft.com)
Send Instant Message...
Additional Actions
Remove Member from Workspace
Edit Site Group Membership
Edit User Information
Add to Outlook Contacts...
Outlook Properties...

Add New Members...
E-mail All Members...

Update Options...

Last updated: 4/7/2003 10:00 PM

Microsoft Office

Microsoft Government

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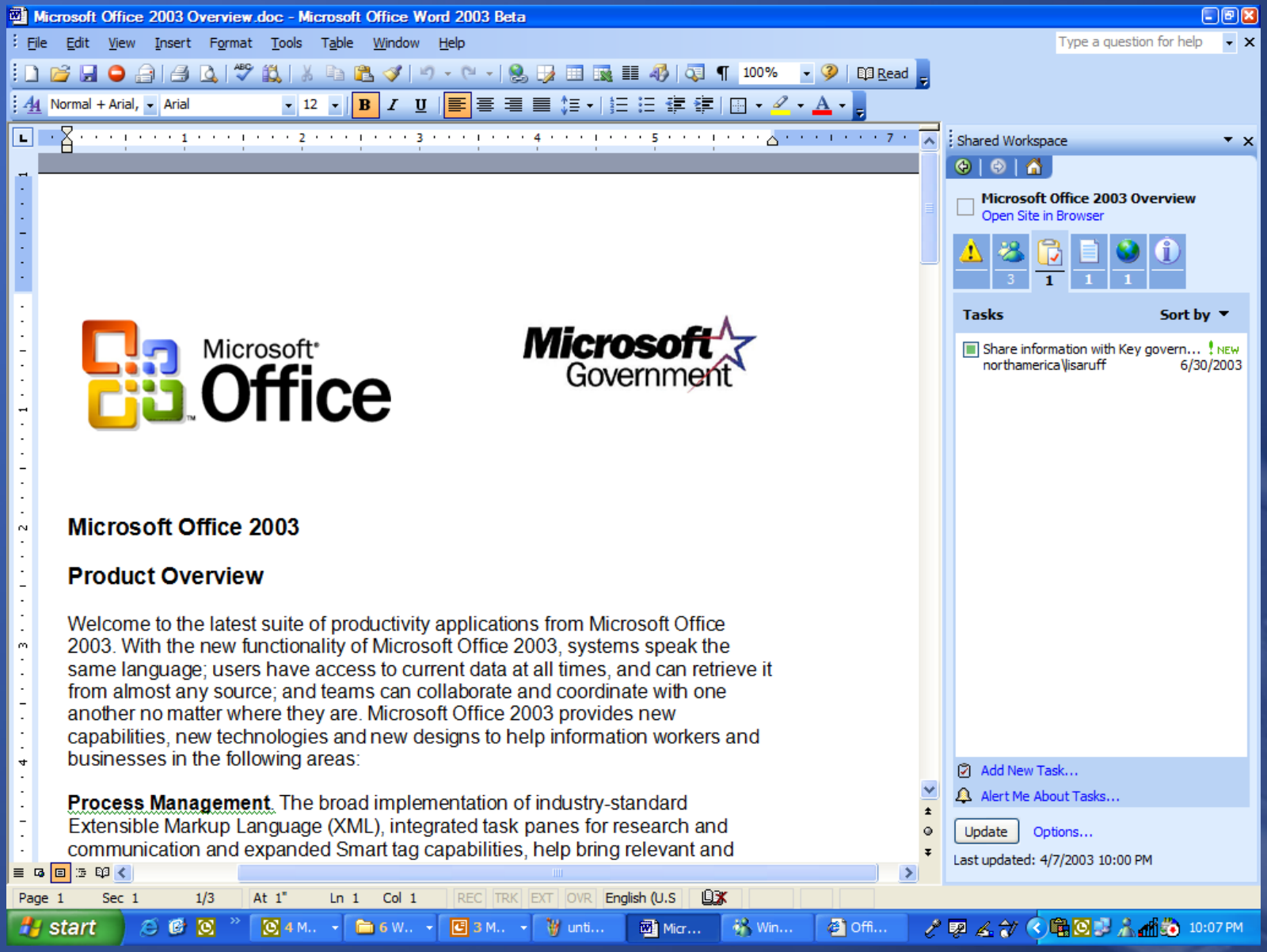
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Microsoft Office 2003
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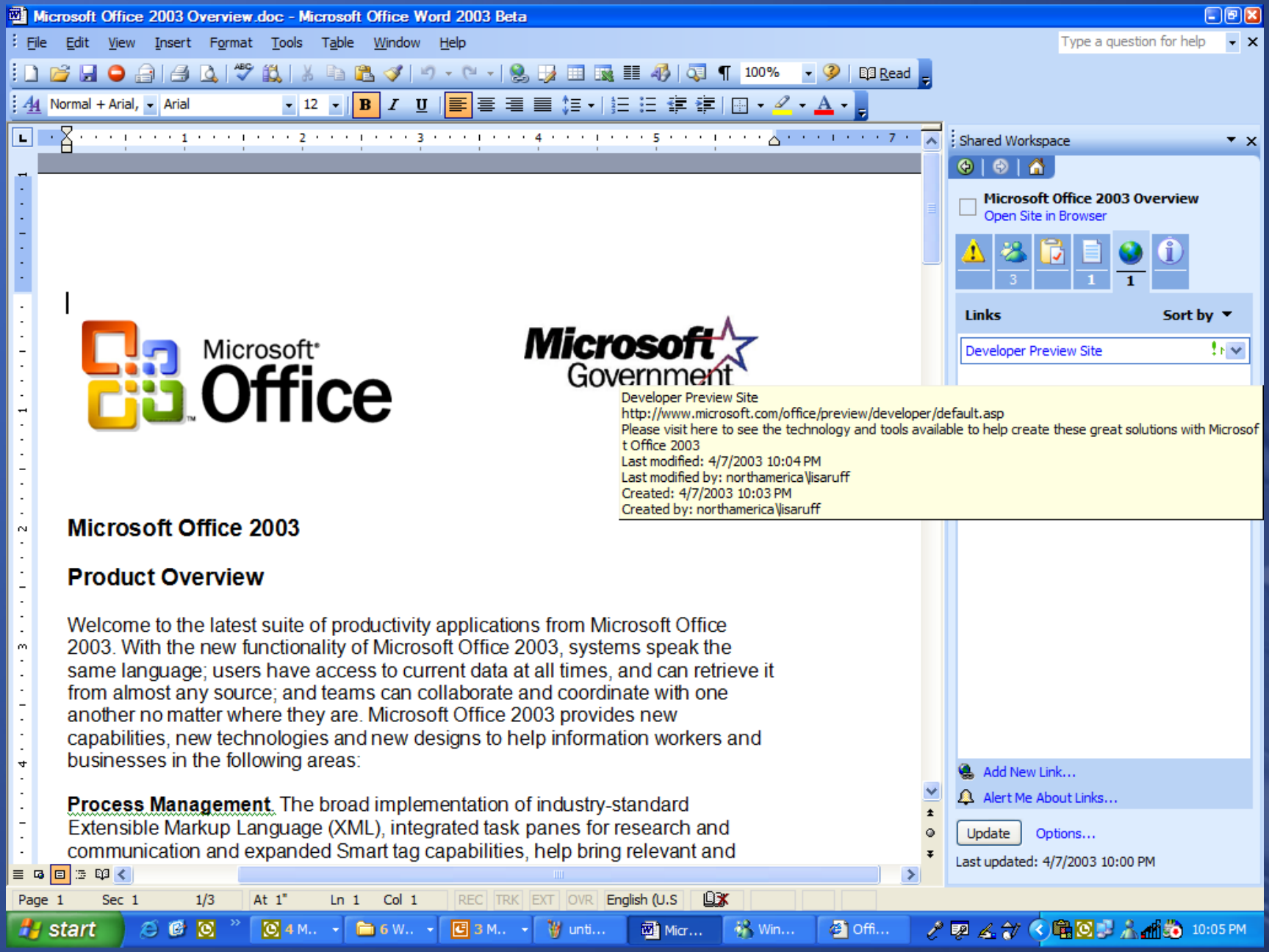
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Microsoft Office 2003
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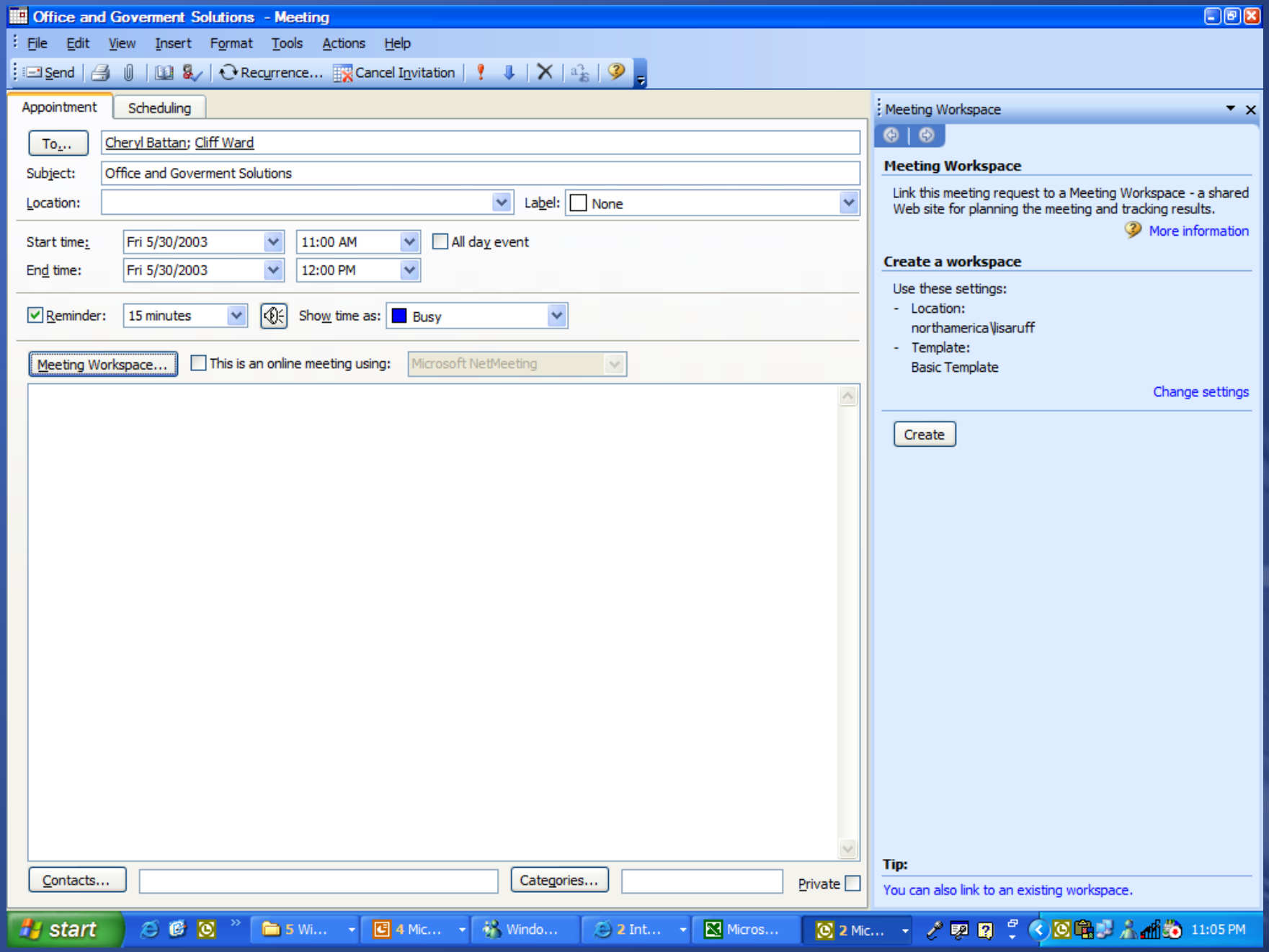
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Send Recurrence... Cancel Invitation
Appointment Scheduling
To...
Cheryl Battan; Cliff Ward
Subject:
Office and Goverment Solutions
Location:
Label:
None
Start time:
Fri 5/30/2003
11:00 AM
All day event
End time:
Fri 5/30/2003
12:00 PM
Reminder:
15 minutes
Show time as:
Busy
Meeting Workspace...
This is an online meeting using:
Microsoft NetMeeting
Contacts...
Categories...
Private
Meeting Workspace
Meeting Workspace
Link this meeting request to a Meeting Workspace - a shared Web site for planning the meeting and tracking results.
More information
Create a workspace
Use these settings:
- Location:
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- Template:
Basic Template
Change settings
Create
Tip:
You can also link to an existing workspace.
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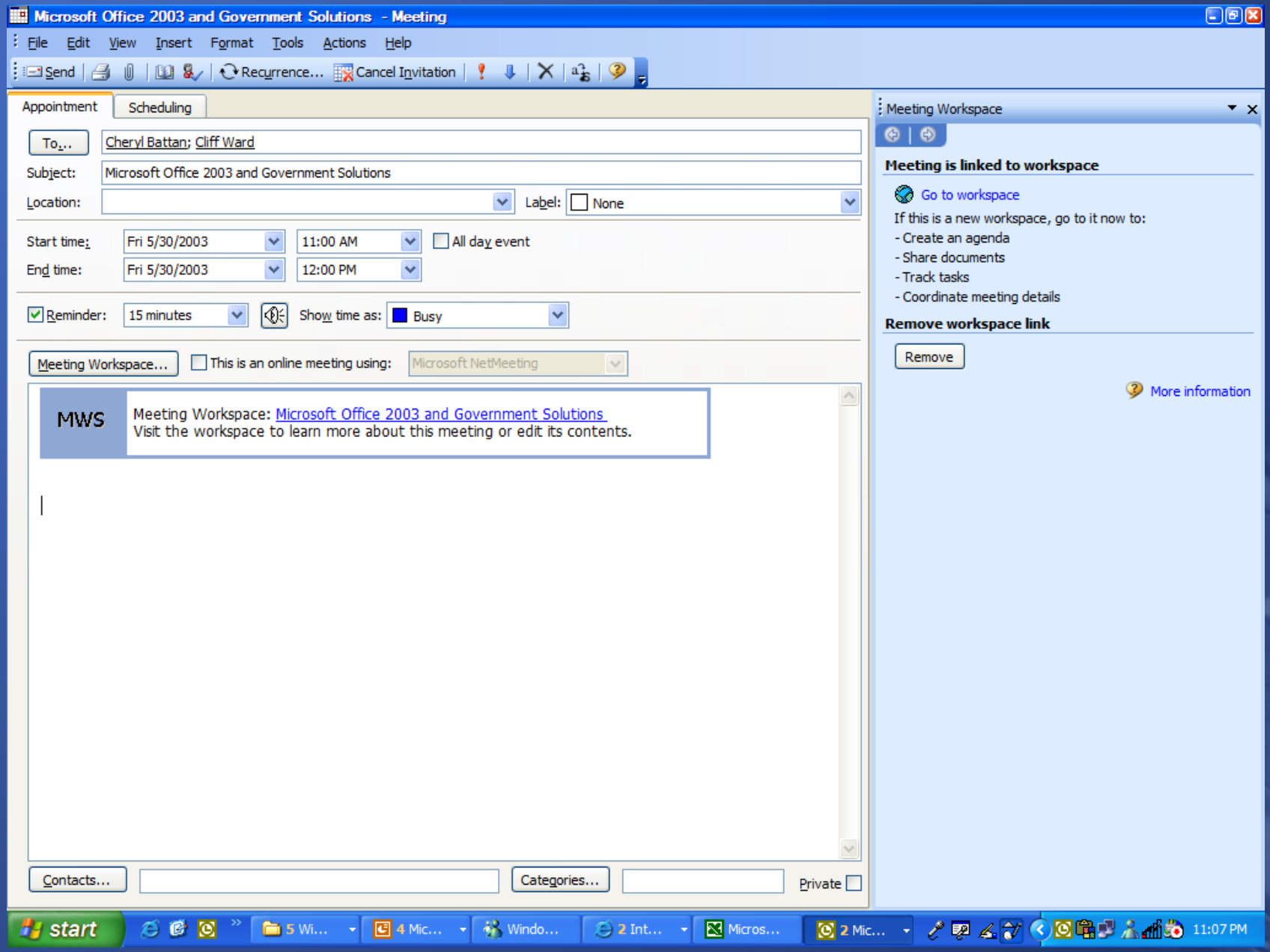
Microsoft Office 2003 and Government Solutions - Meeting
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Send Recurrence... Cancel Invitation
Appointment Scheduling
To... Cheryl Battan; Cliff Ward
Subject: Microsoft Office 2003 and Government Solutions
Location: Label: None
Start time: Fri 5/30/2003 11:00 AM All day event
End time: Fri 5/30/2003 12:00 PM
Reminder: 15 minutes Show time as: Busy
Meeting Workspace... This is an online meeting using: Microsoft NetMeeting
MWS
Meeting Workspace: Microsoft Office 2003 and Government Solutions
Visit the workspace to learn more about this meeting or edit its contents.
Contacts... Categories... Private
Meeting Workspace
Meeting is linked to workspace
Go to workspace
If this is a new workspace, go to it now to:
- Create an agenda
- Share documents
- Track tasks
- Coordinate meeting details
Remove workspace link
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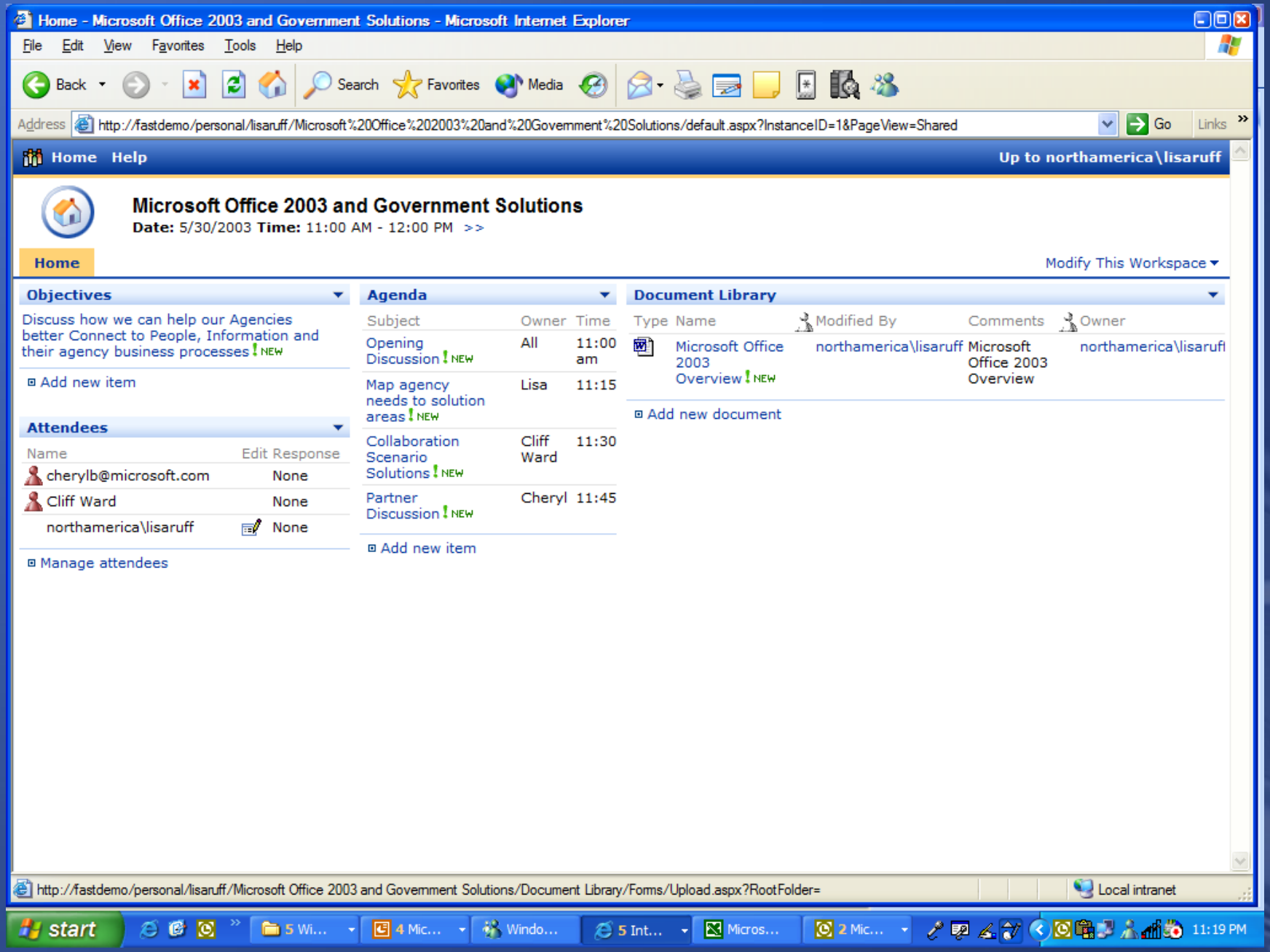
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Objectives
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Attendees
Name Edit Response
cherylb@microsoft.com None
Cliff Ward None
northamerica\lisaruff None
Manage attendees
Agenda
Subject Owner Time
Opening Discussion ! NEW All 11:00 am
Map agency needs to solution areas ! NEW Lisa 11:15
Collaboration Scenario Solutions ! NEW Cliff Ward 11:30
Partner Discussion ! NEW Cheryl 11:45
Add new item
Document Library
Type Name Modified By Comments Owner
Microsoft Office 2003 Overview ! NEW northamerica\lisaruff Microsoft Office 2003 Overview northamerica\lisaruff
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Connecting Information

Empower Your Employees To Increase Their Personal Impact

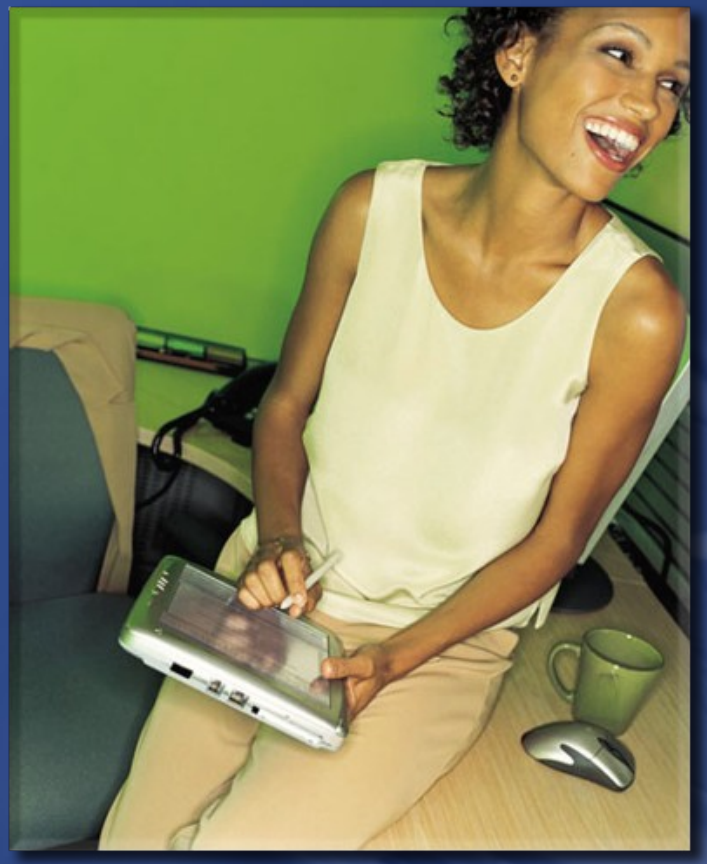
- **Microsoft Office 2003 allows your employees to**
  - **Manage, prioritize and act on an ever-increasing volume of business information**
    - **Help users deal with information overload**
    - **Provides new solutions to productivity problems**

A Day In The Life (Before)

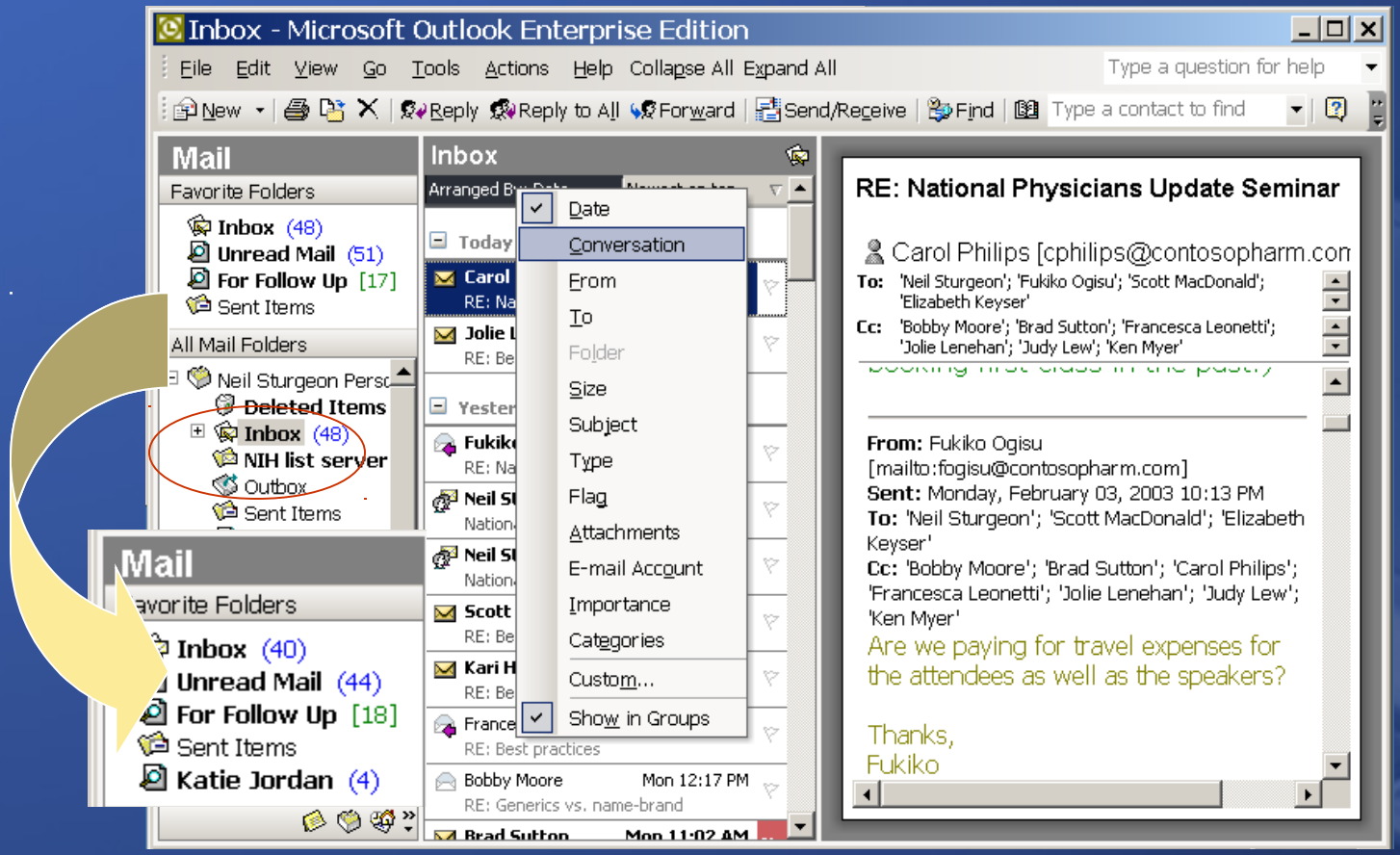
- Print long e-mail messages and documents
- Use Inbox as to-do list
- Leave your work to research
- Stay tethered to your desktop computer

A Day In The Life (After)

- Comfortably read e-mail and documents online
- Flag messages then file them
- Set reminders for follow up
- Easily find key messages wherever they reside
- Work better mobile or remote

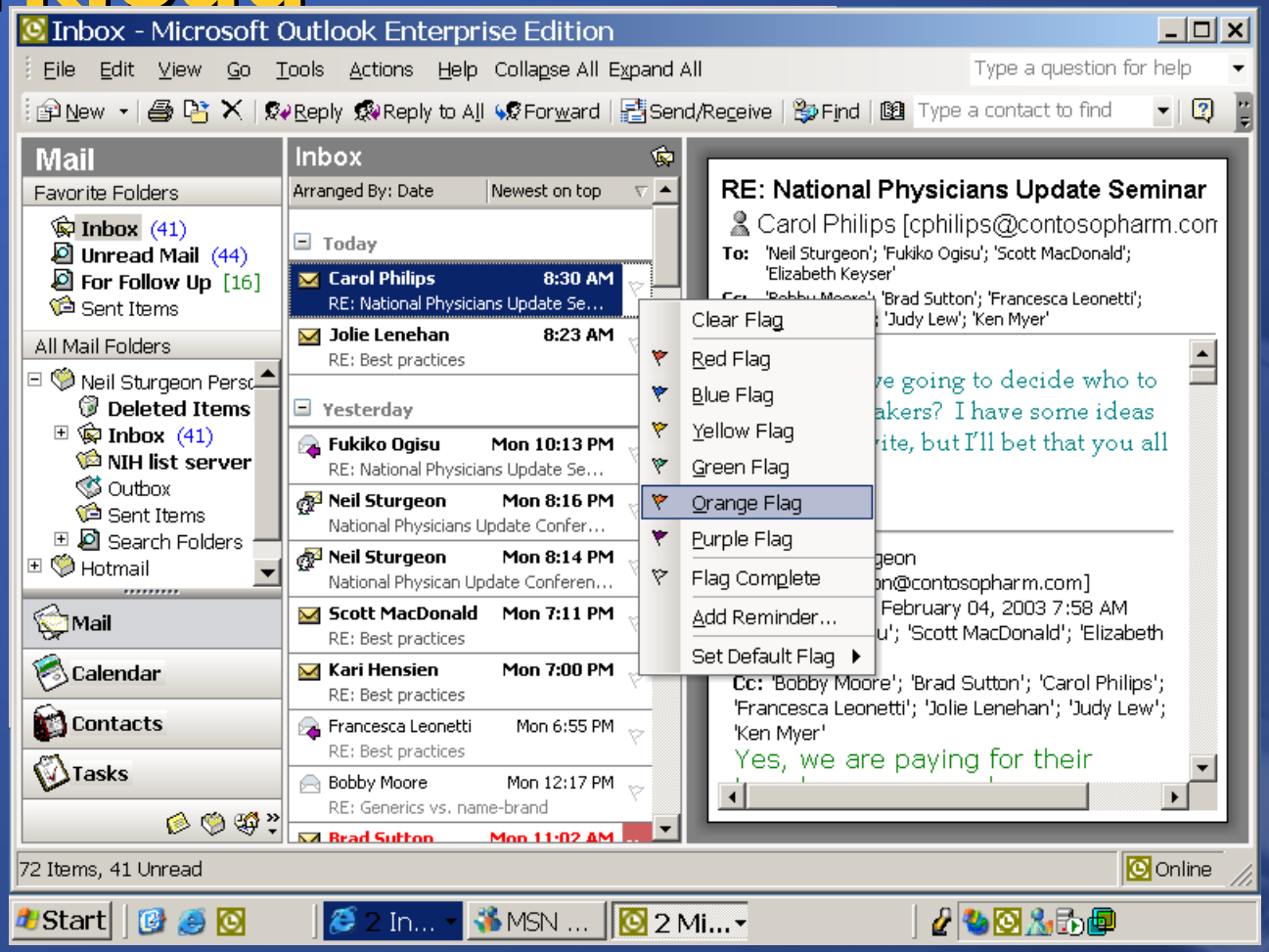


Improving Productivity Across All Users



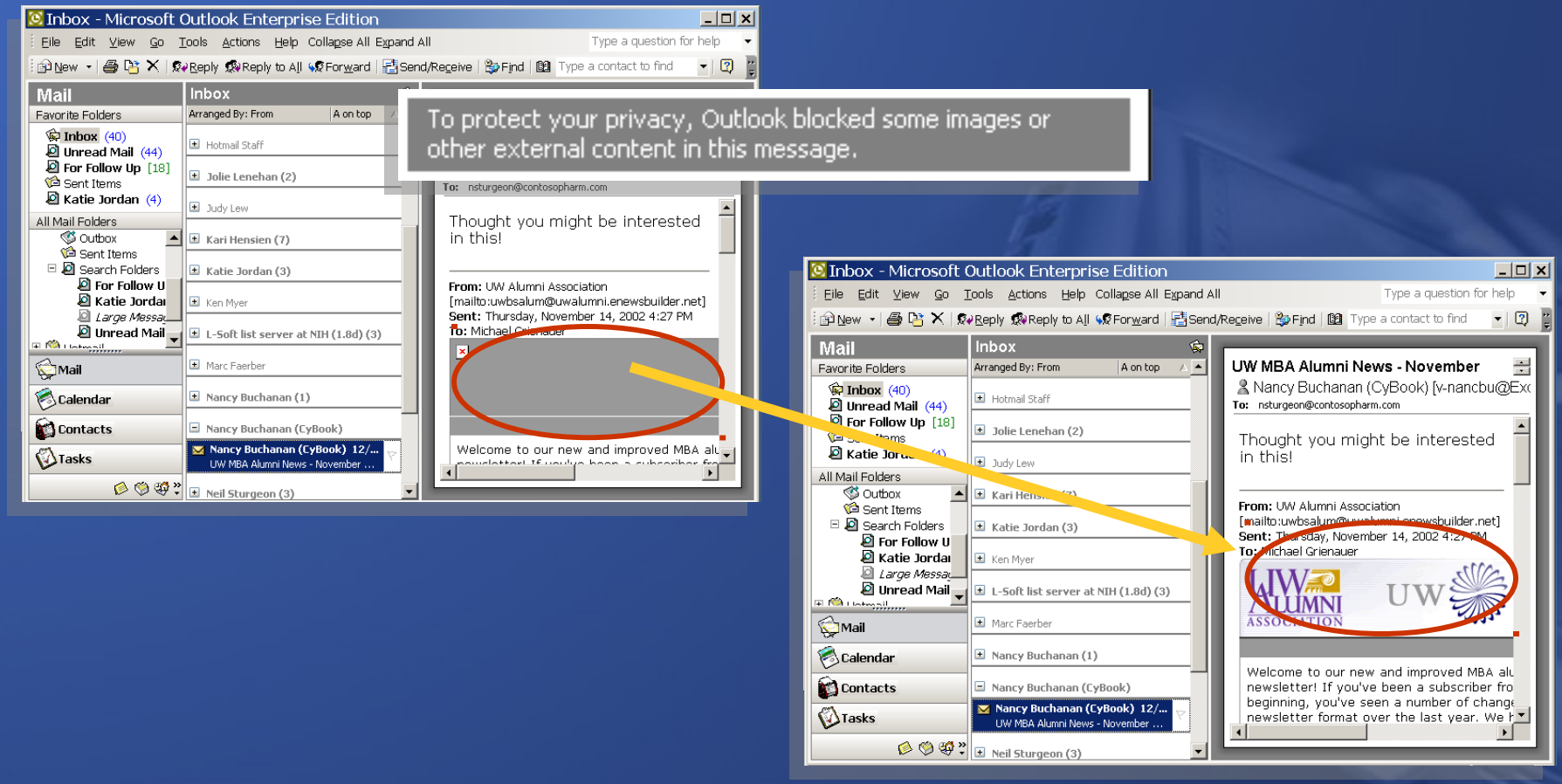
Connecting People | Connecting Information | Connecting Biz Processes

Staying On Top Of The Workload



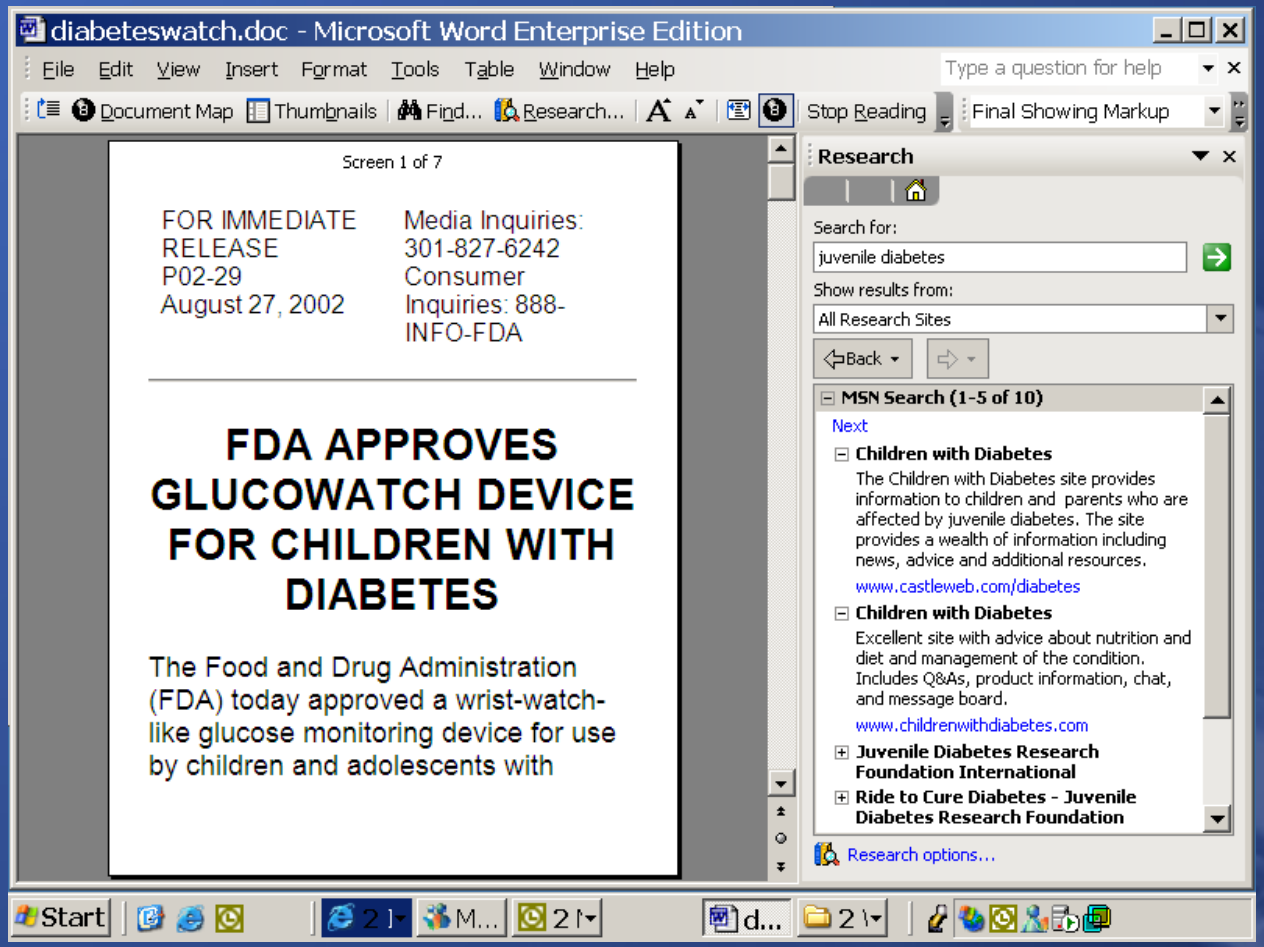
Connecting People | Connecting Information | Connecting Biz Processes

Reducing E-mail Fatigue And Information Overload



Connecting People | Connecting Information | Connecting Biz Processes

Keeping Focused



Connecting People | Connecting Information | Connecting Biz Processes

Connecting Business Processes

Unlock Your Organization's Information Assets

- Microsoft Office 2003 allows your company to
  - Provide more people better visibility into business information
  - Easily gather and reuse information across business processes and organizations

Connecting Business Processes – Before

Salesperson enters sales and customer information, submits orders in custom sales app

Manufacturing stores data in custom LOB application

Engineering waits for data from sales and manufacturing systems

Management waits for reports and analysis from sales, manufacturing, engineering, etc.

Connecting People

Connecting Information

Connecting Biz Processes

Connecting Business Processes – After

Salesperson enters sales and customer information, submits orders via InfoPath

Manufacturing publishes data in XML for easy re-use

Engineering analyzes data from sales and manufacturing from Excel

Management gets updated reports and information at his desktop

Connecting People

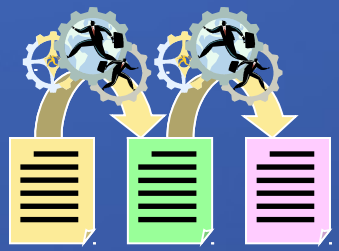
Connecting Information

Connecting Biz Processes

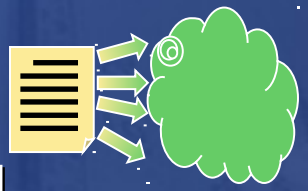
XML in Office enables...

- Extraction of specific business data from documents for automated processing

- Easy access to relevant business data in the document context



- Increased efficiency of business processes with structured data

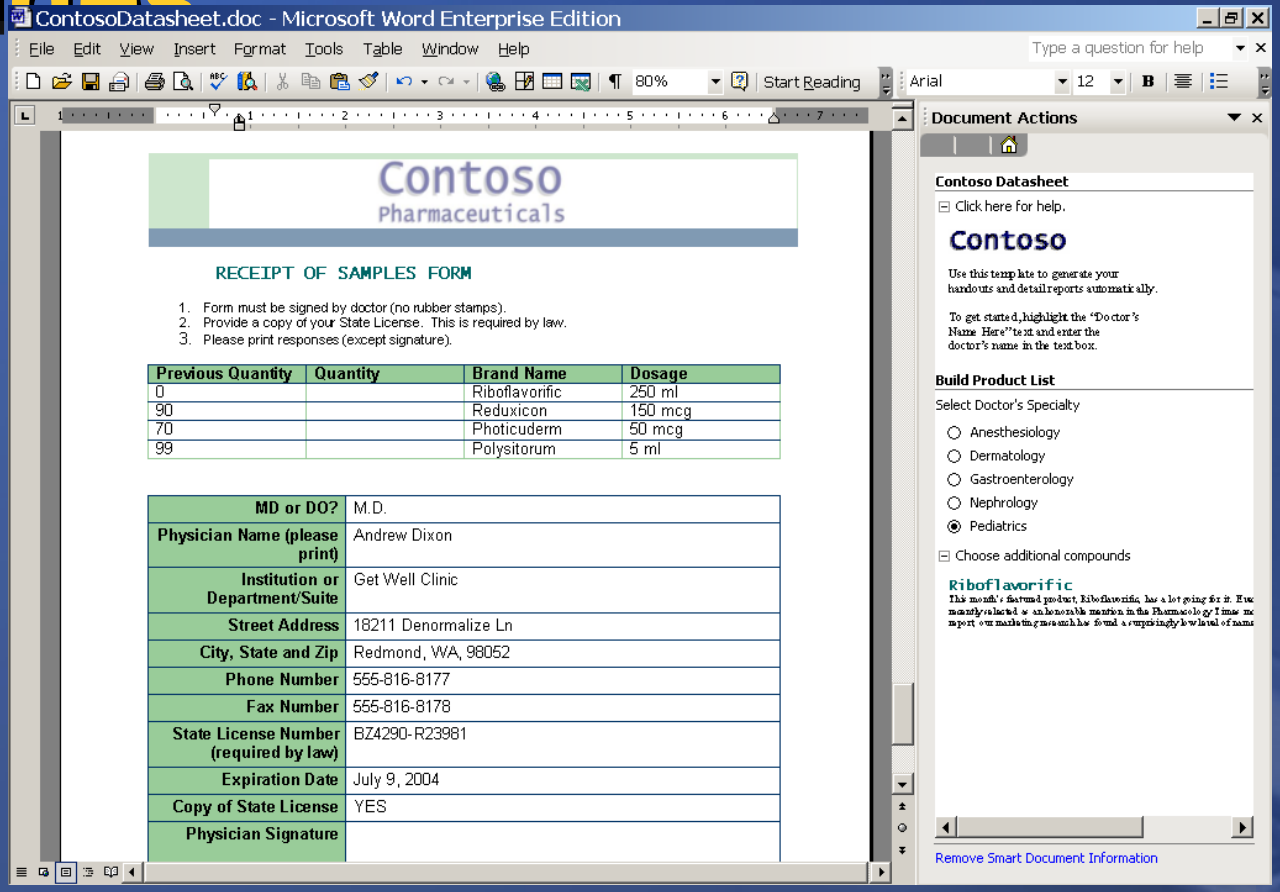


- Liberation of document content for repurposing and data-mining

- Automated report generation and document assembly from data or content repositories

...all within familiar, easy to use, powerful Word, Excel or Access!

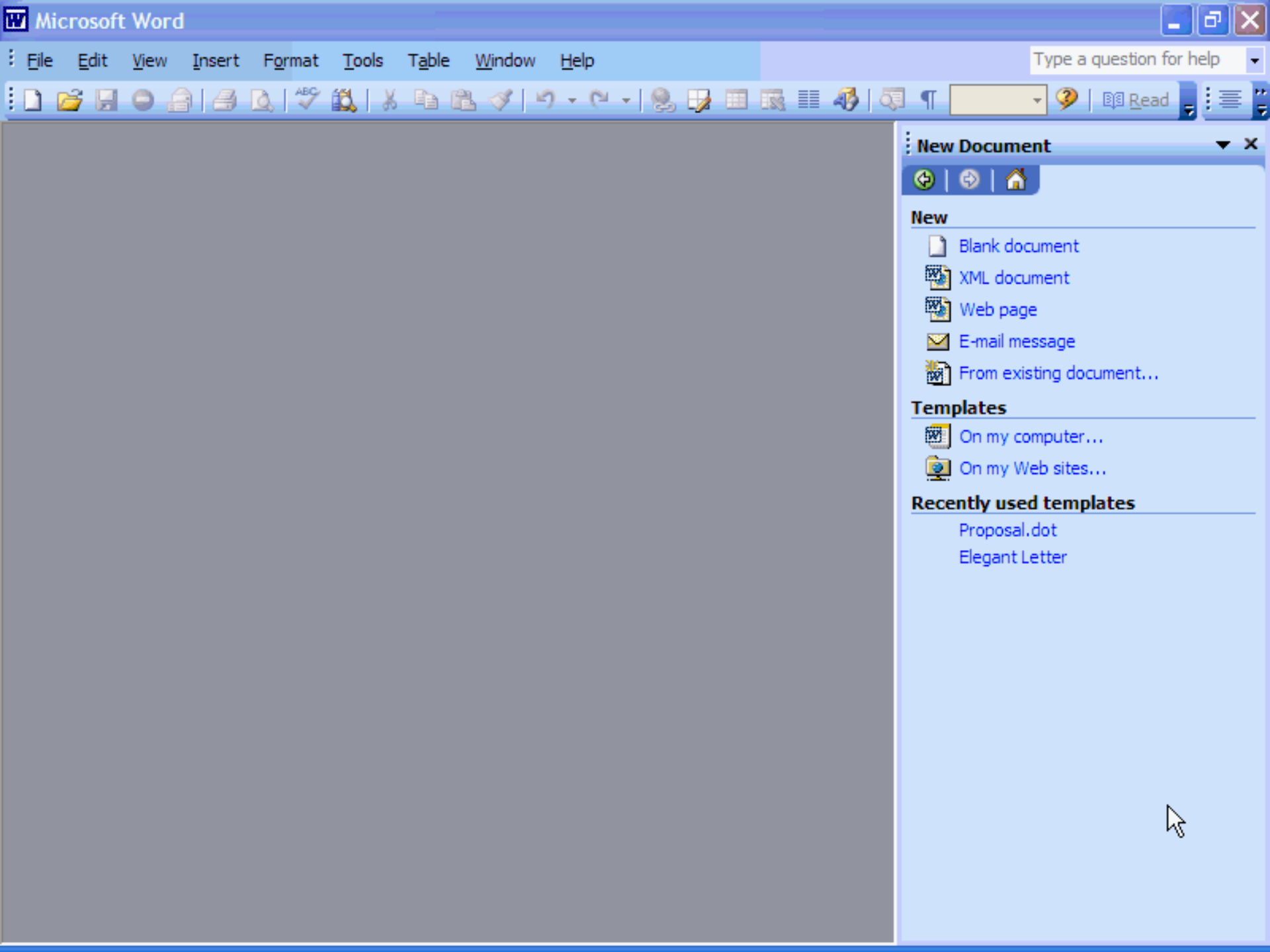
Access To Information In A Timely Manner Wherever It Resides



Connecting People

Connecting Information

Connecting Biz Processes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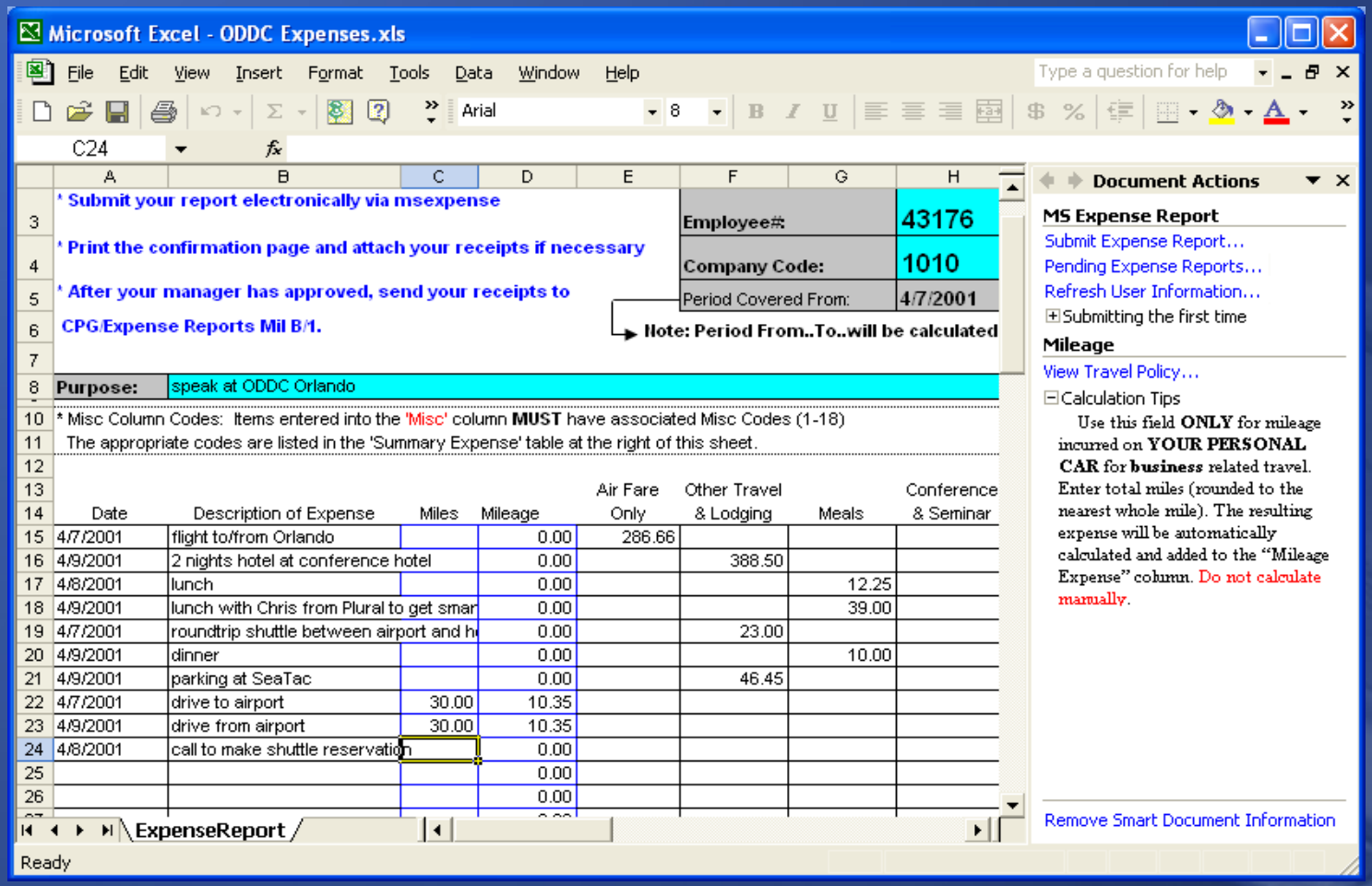
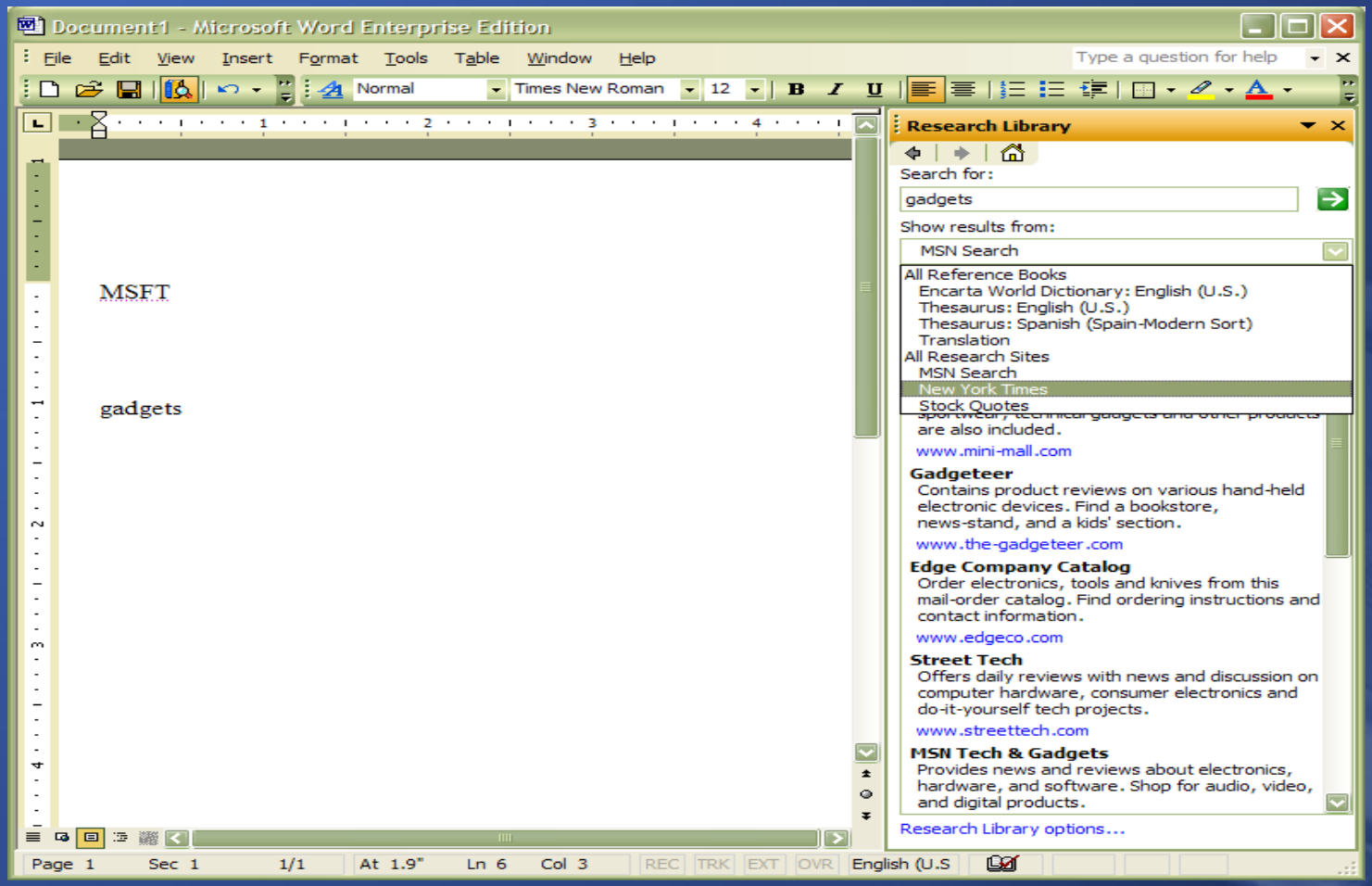
On my Web sites...
Recently used templates
Proposal.dot
Elegant Letter

Expense Reporting With XML



Connecting People Connecting Information Connecting Biz Processes

Research Solutions

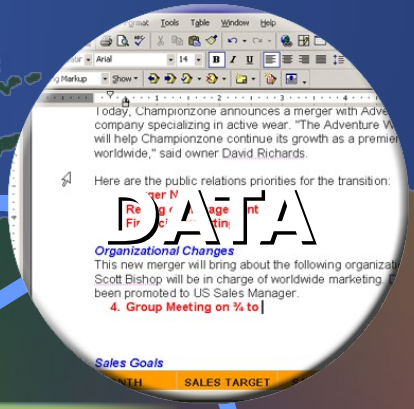


Connecting People Connecting Information Connecting Biz Processes

Summary

Connecting People	Capture and harness corporate knowledge
Connecting Information	Smarter decisions, faster actions
Connecting Business Processes	Increase corporate flexibility and response time

Solutions for Effective Teamwork Collaboration



Microsoft Office SharePoint Portal Server 2003

Microsoft Office 2003

Microsoft Windows SharePoint Services

Microsoft Office 2003

Questions?